



# Technical Service Bulletin

## 91 ConBox High: eCall fault / eCall LED red with DTC B200000

91 24 45 2059528/12 August 30, 2024. Supersedes Technical Service Bulletin Group 91 number 24-30 dated July 18, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, and S4	2020 – 2025	All	Not Applicable
A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2020 – 2024		
RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, Q5, Q5 e quattro, Q5 Sportback, SQ5, and SQ5 Sportback	2021 – 2024		
A7 e quattro	2021 – 2022		
A8 e quattro	2021		
e-tron GT, and RS e-tron GT	2022 – 2024		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
12	-	Revised header (added MY25 Q7)
11	07/18/2024	Revised <i>Production Solution</i> (added date) Revised <i>Service</i> (updated measure)



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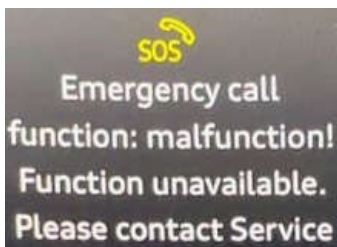
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10	06/28/2024	Revised header (added model years, software filter, PR numbers) Revised title (removed B200096) Revised <i>Condition</i> (update customer statement and workshop finding) Revised <i>Service</i> (updated procedure) Revised <i>Warranty</i> (updated Warranty table format)
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## Customer states:

- The following warning appears in the instrument cluster:

“Emergency call function: malfunction! Function unavailable. Please contact service” (Figure 1).



*Figure 1. Warning message.*

## Workshop findings:

The following DTC is stored in the Emergency Call Module and Communication Unit (ConBox), J949 (address word 0075):

- DTC B200000:** Ctrl. Module Faulty. (active / static).

## Technical Background 1

Software issue, DTC is stored without a good reason.

## Production Solution

The DTC setting conditions will be optimized with new software versions for the Emergency Call Module and Communication Unit (ConBox). This has been deployed since CW 29/2024.

## Service

The solution for this complaint has two parts. Follow the steps below, start with part 1.

Ensure that the most current ODIS Version is being used (minimum > 2024.04.00).

Part 1 should be invoiced via this TSB. Part 2 should be invoiced via the applicable TSB for that part.

### Part 1:



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1. From the test plan, perform program “J949 – Control Module for Emergency Call Module and Communication Unit, check control module”. The program is automatically added as part of the test plan due to DTC “B200000: Control module faulty” being logged. You can also find the function under the following path in ODIS: *Self-test >> Diagnostic capable systems >> 0075 – Control Module for Emergency Call Module and Communication Unit -J949- >> 0075 – Electrical components >> Control Module for Emergency Call Module and Communication Unit, check control module.*
2. Then check whether the DTC has been erased and the message has disappeared from the instrument cluster. If the message is still shown, repeat step 1, otherwise, continue with part 2.

## Part 2:

### Model years 2020 and 2021:

For vehicles of model years 2020 and 2021, a software package has been developed for a group of control units so that several complaints can be fixed in one repair. Cluster 35 service update TSB 2067021 (MY 2020) or recall 91DZ (MY 2021) describes how this software package will be distributed and used.

### Model years 2022, 2023, 2024 and 2025:

Please perform Guided Fault Finding for the stored DTCs.

## Warranty

### Part 1:

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9145		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	GFF	0150 0010	See SRT with associated operations
	GFF	0150 0060	Labor according to diagnostic log
<b>Claim Comment:</b>	As per TSB 2059528/11		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

## Additional Information

All part and service references provided in this TSB (**2059528**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.



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